

Legislation Details (With Text)

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Agenda Date: 12/11/2018

Subject:
Employee Development Plan and 2019 Budget Proviso

Presented By: Mark Relph, City Manager and Noel Mink, Director of Human Resources

REQUESTED COUNCIL DIRECTION:

Does city council support proceeding with the employee development plan and the release of the 2019 budget proviso?

BACKGROUND:

City Council formalized a goal for the City Manager to address city-wide employee training and development with the intent of creating an effective work force in alignment with council and community goals. To set a long term strategic approach for such an effort, it starts with establishing the organization's mission, values, and vision. In the 2019 budget process, Human Resources and City Manager, Mark Relph requested \$125,000 to address this goal. The \$125,000 was approved but council placed a proviso on the project requiring council review and approval of the project concept before the project proceeds. This study session is intended to provide just that opportunity.

STAFF ANALYSIS:

Highly efficient and high performing organizations that excel in customer service are mission and values based. Providing an overarching mission allows all facets of an organization to drive toward one goal; while the values are the means to reaching the goal. Becoming mission and values based will help streamline operations, customer service, break down silos, become more efficient, and allow every employee to understand directly how they impact their community. It also provides a framework of holding contributors accountable to a level of service that is outlined by the mission and values. Lastly, it empowers all employees to act in service of the mission which directly impacts how they view their customers and citizens.

At the November 13, 2018 study session, staff presented the community development process review project with “Team Tipton”. This particular effort was targeted to mapping and improving the development applications submitted to the city with establishing such goals as improved customer service and predictability of process. It was noted in that presentation that one of the outcomes was a change in the culture of those departments involved; community development, public works engineering and the fire department. This larger city-wide effort is to not only address all departments and employees, but to support the efforts and progress of the Team Tipton project.

FISCAL IMPACTS:

The 2019 Budget includes \$125,000 for this project.

STAFF RECOMMENDATION:

Staff recommends proceeding with the project and releasing the budget proviso. If council so directs, staff would proceed with developing a very specific scope of work and advertising through a formal “Request for Proposals”. A committee of department directors would interview and select the most qualified team. A project plan and schedule would then be developed. It would be the intent of the City Manager’s Office to provide periodic updates to city council as appropriate.